

7440 – VoIP - General Requirements:

Switch Acceptance:

This policy covers three areas: Contract compliance, Acceptance Procedure, and Retention of data.

1) Contract compliance: All contract vendors of Nortel VoIP switching equipment are required to adhere to this VoIP Switch Acceptance Policy

2) Acceptance Policy: All Executive Branch and Consolidated Departments will require the vendor to complete the appropriate form, prior to a full acceptance of new VoIP switching equipment. Any vendor that sells / installs a Nortel CS1000 VoIP switch or a derivative of this equipment to commonwealth must complete the then current version of CS1000 Voice-Spec-Book-Version from Nortel. This form is available from COT at address <https://gotsource.ky.gov>. This form, in its completed state must be submitted to the agency and COT in both electronic and hard copy form prior to the time the Commonwealth accepts the switching equipment.

CS2100: Because of the enormous size scalability of the Nortel CS2100, there should never be a second switch fabric of the CS2000 family to be purchased by anyone in the Commonwealth of Kentucky.

COT Communications division will require the vendor to complete the appropriate form, prior to a full acceptance of new VoIP switching equipments. The vendor that sells / installs any updates to the existing fabric must complete an updated CS2100 Voice-Spec-Book-Version using the then current version of this book. This book must be submitted to COT in both electronic and hard copy.

BCM 50 / 200 / 400 (SRG 50 / 200 / 400): Any vendor that sells / installs a Nortel BCM or SRG of this variety must complete the appropriate Voice-Spec-Book-Version and submit it to COT in both electronic and hard copy prior to acceptance.

3) Retention of Data: COT shall establish a procedure for retaining the information and protecting this information from loss. The electronic form should be on-line, secure and available 24/7 for read only access in order to provide information to any / all repair staff. All changes that are effected to a platform via repair / modification are to be provided to COT within 24 hours and incorporated into the electronic data within 72 hours.

There should also be a "gold.config" directory that contains all of the actual data fill for each of these switches. This should be populated from the back-ups performed on each of the switch fabrics. This directory is a read-only so that we might control the content of this data.

Network Event Analysis:

The following is the standard for VoIP Network Event Analysis on switching gear with COT control. Any agency of the Commonwealth may use this procedure as a model. This standard covers four executable procedures, Log Utilization, Storage of snap shots, Procedure of Root Cause Analysis (RCA), and Historical retention / housekeeping. The initiator for execution of this policy resides solely with the Director of Communications.

Log Utilization: No log file should ever be erased or emptied and should never be modified. All logs are built to rolling archives, with the oldest data erased by the system once the log file fills up with data.

Storage of Snap shots: Every event shall be handled in the same manner. As soon as practical after a VoIP Network Event a new folders should be created in location got_commerce1 and named to the following standard. "mm.dd.yyyy.hh.mm.phone-unreachable". An example would be "05.29.2008.14.12.phone-unreachable". All logs are to be copied to the newly created folder and labeled appropriately.

Procedure of Root Cause Analysis: COT communications management team shall name a team of individuals to perform the Root Cause Analysis (RCA) for this event. This team will be allowed to view all of the data in the event folder. Should a non-consolidated agency request an RCA for one of their events, they may be charged at the then current VC-40 rate. An RCA team shall consist of no more than 3 COT staff.

Historical Retention / Housekeeping: The RCA team shall have read only access to the event folder. The COT management team of Assistant Director of Communications or above is the only staff that will be granted the ability to delete data stored in the VoIP Event Data Folder. Housekeeping for the Service Events folder: All COT management shall make a log entry in the retention log as to what data they are deleting and date of deletion.